

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**


<b>STATEMENT UNDER 37 CFR 3.73(b) and CHANGE OF CORRESPONDENCE ADDRESS</b>	Title: CUSTOMER SATISFACTION SYSTEM AND METHOD	
	Inventor(s):	VACCARELLI, VINCENT P.; VON BERGMAN, BARBARA;
	Application No.:	10/083,263
	Filing Date:	2/25/2002
	Confirmation No.	4221
Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450		

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

The undersigned states that Xerox Corporation is the owner and Assignee of the entire right, title, and interest in the above-identified patent application by virtue of an Assignment from the inventor(s) of the patent application identified above. The Assignment was recorded in the United States Patent and Trademark Office on 2/25/2002 at Reel 012645, Frame 0765.

The undersigned attorney is authorized to act on behalf of the Assignee, as evidenced in a copy of the attached Power of Attorney to Prosecute Applications Before the USPTO (Form PTO/SB/80).

<b><u>CERTIFICATE OF TRANSMISSION</u></b>	
I hereby certify that this correspondence (and any item referred to herein as being attached or enclosed) is (are) being transmitted to the USPTO by electronic transmission via the EFS Web on the date indicated below.	
Date <u>3/26/09</u>	 Name: <u>Bryon J. Justice</u>

**CHANGE OF CORRESPONDENCE ADDRESS**

Please change the correspondence address for the above-identified application to the address associated with:

**Customer Number: 62095**

Respectfully submitted,

FAY SHARPE LLP

March 26, 2009  
Date

/Patrick R. Roche/  
Patrick R. Roche, Reg. No. 29,580  
The Halle Building – Fifth Floor  
1228 Euclid Avenue  
Cleveland, OH 44115  
216-363-9000

Attachment: Power or Attorney to Prosecute Applications  
Before the USPTO (Form PTO/SB/80)